

## Fact Sheet for Standard Electricity Supply Contract

**Note:**

- 1) The Energy Market Authority (EMA) requires the electricity retailer to provide you with this Fact Sheet before you enter into an Electricity Supply Contract with the electricity retailer. This Fact Sheet provides you with key information about the contract.
- 2) The electricity retailer must answer any questions you have about this Fact Sheet.
- 3) Unless otherwise stated, all fees and charges stated in this Fact Sheet are inclusive of the Goods and Services Tax (GST). If there is any change to the GST rate during the contract duration, the electricity retailer reserves the right to update the applicable fees and charges to be inclusive of the prevailing GST rate.

**A. General Information**

Name of Electricity Retailer:	 <b>sembcorp</b> Sembcorp Power Pte Ltd	Fact Sheet Version Date:	<b>04 Nov 2019</b>
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**B. Electricity Price Plan Information**

Name of Price Plan:	<b>24M Fixed Price Plan</b>	Type of Price Plan (see footnote 1):	<b>Standard</b>
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**This is a Standard Price Plan. The electricity rate to be paid by you is:**

Fixed Price Plan: 17.98 cents/kWh

The electricity retailer must clearly state any incentives (including the terms and conditions) that you will receive if you contract for the electricity price plan (see footnote 2):

**Free gifts, promotions, rewards or services:**

Customers will enjoy the following complimentary benefits subject to Sembcorp and Collaboration Partners' Terms and Conditions:

- An exclusive complimentary 12-Month Home Protection Plan. Home Protection Plan is a home contents insurance plan covering renovations & household contents against loss or damage caused by perils such as fire and theft for up to S\$2,000. It is underwritten by Great Eastern General Insurance Limited.
- Enjoy \$60 off and FREE Service Installation worth \$53.50 on selected MyRepublic broadband plans. Valid for new customers only.
- Purchase any 3 Betr coffee products and get the lowest priced product for free
- Get 10% off your purchase on Bloomback online store.
- Get FREE 6 months BlueSG membership for 1 year premium membership. Valid for new BlueSG members only.
- Get up to 60% Discount off selected Bosch Home Appliances.
- Save 18% on laptops and desktops from Lenovo online store. Not valid with any ongoing promotions or discounts.
- Enjoy select spa treats at \$30 nett and complimentary add-on treatment for weekday appointment visits at LifeSpa.
- Get 1% cash rebate when you charge your recurring electricity bills to your POSB Everyday Card, capped at S\$100 monthly spend (maximum of S\$1 cash rebate per month).

Contract Duration:	<b>24 Months</b>		
Automatic Renewal of Contract (see footnote 3):	<ul style="list-style-type: none"> <li>• Yes, Automatic renewal is applicable</li> <li>• Renewed contract will remain as a Fixed Price Plan with 24 months duration.</li> <li>• Renewed electricity rate will be lower than the prevailing regulated tariff at renewal. All other applicable charges/fees will be the same or better than existing rates.</li> </ul>		
Advanced Meter Required (see footnote 4):	<b>No</b>	Direct Billing of Electricity Charges by the Retailer (see footnote 5):	<b>Yes</b>

**C. Additional Fees or Charges For Electricity Services**

One-Time Registration Fee:	<b>N.A</b>	Late Payment Charge:	<b>\$5.35 per bill</b>
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<p>Early Termination Charge (see footnote 6):</p>	<p><b>A) Early Termination Charge (“ETC”):</b></p> <p>ETC = Termination Rate x Unexpired Months</p> <p>i) Termination Rate for each Household Type as shown below  ii) Unexpired Months refers to the number of months (inclusive of month at the date of termination) between the date of termination and the date the Contract Term would otherwise have expired.</p> <table border="1" data-bbox="517 477 997 797"> <thead> <tr> <th>Residence Type</th> <th>Termination Rate (\$/month)</th> </tr> </thead> <tbody> <tr><td>HDB 1 Room</td><td>10</td></tr> <tr><td>HDB 2 Room</td><td>15</td></tr> <tr><td>HDB 3 Room</td><td>20</td></tr> <tr><td>HDB 4 Room</td><td>30</td></tr> <tr><td>HDB 5 Room</td><td>35</td></tr> <tr><td>HDB Executive</td><td>40</td></tr> <tr><td>Private Apartment</td><td>40</td></tr> <tr><td>Terrace</td><td>70</td></tr> <tr><td>Semi-Detached</td><td>95</td></tr> <tr><td>Bungalow</td><td>200</td></tr> </tbody> </table> <p>For avoidance of doubt,  a) ETC for the full contract duration shall be applicable for any termination of the Agreement prior to the Start Date  b) ETC not applicable in the event of re-location supported by reasonable documentary evidence  c) Where a contract is automatically renewed upon its expiry, 1 month ETC will be applicable unless the Customer gives at least 30 calendar days prior written notice of his intention to terminate the Agreement.</p>	Residence Type	Termination Rate (\$/month)	HDB 1 Room	10	HDB 2 Room	15	HDB 3 Room	20	HDB 4 Room	30	HDB 5 Room	35	HDB Executive	40	Private Apartment	40	Terrace	70	Semi-Detached	95	Bungalow	200
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<p>Security Deposit (see footnote 7):</p>	<table border="1" data-bbox="517 1018 1004 1324"> <thead> <tr> <th>Household Type</th> <th>Initial Security Deposit</th> </tr> </thead> <tbody> <tr><td>HDB 1 Room</td><td>\$ 50</td></tr> <tr><td>HDB 2 Room</td><td>\$ 50</td></tr> <tr><td>HDB 3 Room</td><td>\$ 50</td></tr> <tr><td>HDB 4 Room</td><td>\$ 60</td></tr> <tr><td>HDB 5 Room</td><td>\$ 60</td></tr> <tr><td>HDB Exec</td><td>\$ 90</td></tr> <tr><td>Private Apt</td><td>\$ 90</td></tr> <tr><td>Terrace</td><td>\$ 120</td></tr> <tr><td>Semi-D</td><td>\$ 120</td></tr> <tr><td>Bungalow</td><td>\$ 200</td></tr> </tbody> </table>	Household Type	Initial Security Deposit	HDB 1 Room	\$ 50	HDB 2 Room	\$ 50	HDB 3 Room	\$ 50	HDB 4 Room	\$ 60	HDB 5 Room	\$ 60	HDB Exec	\$ 90	Private Apt	\$ 90	Terrace	\$ 120	Semi-D	\$ 120	Bungalow	\$ 200
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Any Other Fees and Charges (see footnote 8):

<p><b>A) Administrative Charges</b></p>	<table border="1" data-bbox="505 1397 1144 1524"> <thead> <tr> <th></th> <th>(w/o GST)</th> <th>(w/GST)</th> </tr> </thead> <tbody> <tr><td>GIRO rejection</td><td>\$1.00</td><td>\$1.07</td></tr> <tr><td>Credit/Debit Card rejection</td><td>\$5.00</td><td>\$5.35</td></tr> <tr><td>Paper Bill</td><td>\$1.00</td><td>\$1.07</td></tr> </tbody> </table> <p><b>B) Ad-hoc Non-Recurring MSS Charges</b></p> <ol style="list-style-type: none"> <li>1) One-time meter installation fee of \$40 (before GST) / \$42.80 (after GST) is applicable if Consumer wishes to install Advance Metering Infrastructure (“AMI”) Meter</li> <li>2) Special meter read at \$20 (before GST) / \$21.40 (after GST) is applicable if Consumer wishes to engage SP to do special read</li> <li>3) \$10 (before GST) / \$10.70 (after GST) per account per request is applicable for a request to close the account and any subsequent changes to the account closure request</li> <li>4) Any other charges for ad-hoc MSS services requested by Consumer. Refer to Market Support Service Charges section at <a href="https://www.openelectricitymarket.sg/residential/resources/charges">https://www.openelectricitymarket.sg/residential/resources/charges</a></li> </ol>		(w/o GST)	(w/GST)	GIRO rejection	\$1.00	\$1.07	Credit/Debit Card rejection	\$5.00	\$5.35	Paper Bill	\$1.00	\$1.07
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**D. Bundled product or services (see footnote 9)**

There are other products or services bundled with the electricity price plan:

**No**

If yes, the electricity retailer should specify below what are the bundled products or services. You should discuss the details with the electricity retailer such as the applicable fees and charges as well as the terms and conditions for accepting the bundled products or services:

**N.A**

## E. Footnotes

1) Please note the differences between a **Standard Price Plan** and **Non-Standard Price Plan**.

	Standard Price Plan	Non-Standard Price Plan
<b>Electricity Rates</b>	<ul style="list-style-type: none"> <li>Inclusive of all applicable charges that vary according to the level of consumption.</li> <li>Will not change throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>May not be inclusive of all applicable charges that vary according to the level of consumption.</li> <li>May change in accordance with the terms and conditions of the contract.</li> </ul>
<b>Other Fees and Charges</b>	<ul style="list-style-type: none"> <li>No recurring charges or fees throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>May include recurring charges or fees throughout the contract duration.</li> </ul>
<b>Contract Duration</b>	<ul style="list-style-type: none"> <li>6, 12 or 24 months.</li> </ul>	<ul style="list-style-type: none"> <li>Not limited to 6, 12 or 24 months.</li> </ul>
<b>Pricing Structure</b>	<ul style="list-style-type: none"> <li>Fixed Price. Pay a fixed rate (e.g. 20 cents/kWh) for electricity throughout the contract duration.</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>Discount Off the Regulated Tariff. Enjoy a discount off the prevailing regulated tariff (e.g. 5% off) throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>The electricity retailer may set its own pricing structure.</li> </ul>
<b>More Information</b>	<ul style="list-style-type: none"> <li>Visit the Price Comparison Tool at <a href="http://compare.openelectricitymarket.sg">compare.openelectricitymarket.sg</a> to compare the Standard Price Plans offered by different electricity retailers</li> </ul>	<ul style="list-style-type: none"> <li>Visit the electricity retailer's website to enquire on Non-Standard Price Plans.</li> </ul>

- 2) The electricity retailer may offer you incentives if you contract for the electricity price plan. The incentives may include:
- Free gifts, promotions, rewards or services; and/or
  - Conditional discount that reduces your electricity bill if you meet certain conditions.
- 3) A contract with automatic renewal may be automatically renewed upon the expiry of the contract. For such contract:
- The electricity retailer is required to inform you at least 10 business days before the existing contract expiry date, and you have the right not to proceed with the automatic renewal;
  - The electricity retailer must ensure that the electricity rate is better than the prevailing regulated tariff at the point of contract renewal; and
  - After the contract has been automatically renewed, you have the right to, within the first 30 calendar days from the start of the renewed contract term, terminate the renewed contract by giving the electricity retailer at least 30 calendar days' notice without you being subject to any early termination charges or other applicable fees.
- 4) An advanced meter is a digital meter capable of measuring your electricity consumption every half-hour. It is optional to install an advanced meter to measure your half-hourly electricity consumption, unless the price plan you sign up for requires one. The Standard Price Plans do not require an advanced meter.
- 5) With direct billing, the electricity retailer will bill you directly for electricity supply, and SP Group will send you a separate bill for the other utilities (such as water and gas supply). Your electricity retailer will advise you on the billing arrangement they offer. With indirect billing, you will receive a single monthly bill from SP Group covering the charges for electricity supply by the electricity retailer as well as the charges for the other utilities.
- 6) The electricity retailer may charge you a fee if you terminate the contract before its expiry date.
- 7) The electricity retailer may require you to provide a security deposit for the supply of electricity. If you are a residential consumer, the electricity retailer is allowed to collect not more than 2 months of your average monthly electricity bill at the point of contracting, contract renewal or during the term of the contract.
- 8) The electricity retailer may require you to pay other fees and charges, including the prevailing market-related charges. You may refer to <http://www.openelectricitymarket.sg> for more information on the market-related charges.
- 9) The electricity retailer may bundle the supply of electricity with other products and/or services, such as the provision of phone or internet services, home energy management systems, newspaper or magazine subscription, etc. Please note the terms and conditions of the bundled products or services.